

RVAMC RELAY

Roseburg VA Medical Center

QUEST

Lean, originally created by Toyota, has long been considered a way to greatly improve manufacturing efficiency, but it can also be applied to any type of process. For example, it is now extensively used in the healthcare industry to improve efficiency, reduce costs, and eliminate waste. Lean also improves how well people work together and improves patient interaction. There are five Lean principles used to guide the implementation of Lean techniques:

Value

Value is always defined by the customer's needs for a specific product/service. For example, what is the timeline to see a provider? What will it cost? What important expectation must be met?

Value Stream

Once the value has been determined, the next step is to map the value stream. Value-stream mapping is a simple but eye-opening experience that identifies all of the actions or steps that occur in any given process.

Value Flow

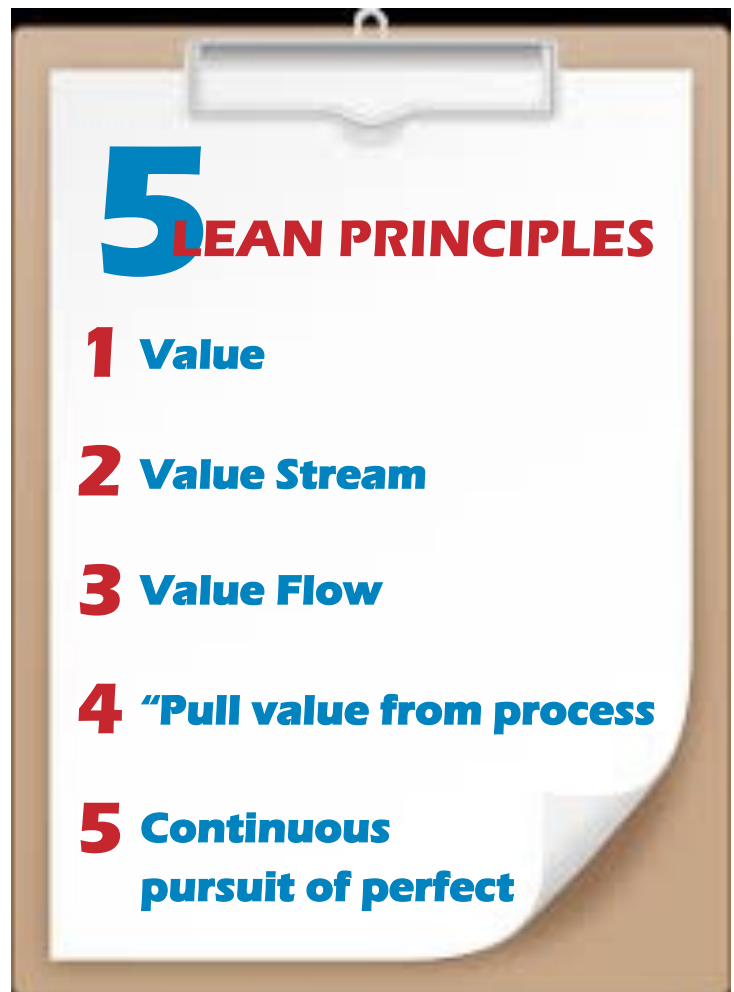
After the waste has been removed from the value stream, the next step is to ensure the remaining steps flow smoothly, without interruptions, delays, or bottlenecks.

Pull

With improved flow, time to customer can be dramatically improved. This makes it much easier to deliver products as they needed or "just in time". This eliminates the need to stockpile products, which saves money.

Perfection

Accomplishing steps 1-4 is a great start, but the fifth step is perhaps the most important: making Lean thinking and process improvement part of your culture. Lean is not a static system



Lean can be infectious. People will start to notice big improvements as you implement Lean and will likely want to be part of your progress.

Maximize VALUE while minimizing WASTE

RVAMC Quality Improvement Showcase

February 27, 2017

11:00am—4:30pm

Bldg. 16, Auditorium

RVAMC**QUEST** FOR EXCELLENCE

6. Rapid Experiments

Plan #	Project	Champion	When	Primary Metric
	Improve Awards and Recognition Program	Ray Bruss		
	Implement "Look in the Mirror" Program	Sandy Markert		
	Adopt/Implement the VHA Employee Engagement Program	Jesse Hand/Maria Pini/Marian Harris		
	Institute Huddle Boards in every service	Evelyn Coble/Traci Palmer/Rebecca Miller		
	Develop and sustain a robust communication plan	Dale Gaudio		
	Develop/deploy Team Building Activities to engage staff	Barb Galbraith		
	Improve training and tools for skill development	W. Stellar, MD		
	Define, educate, and communicate supervisor responsibilities	Jason Wilcox/Ray Bruss/Deeanna Bierman		
	Improve technology for communication	James Shulfer/Deeanna Bierman		
	Empower staff to come up with department level award	R. Ranjan, MD		
	Implement Just Culture	Jim Call		
	Provide HR training earlier for supervisors to meet deadlines	Ryan Baker		
	Define team/department problem/mission/actions	Mark Feinhold		
	Develop a back-up for PIV duties	Paul Fleming		
	Develop an all-inclusive mentoring program	Jason Wilcox		
RPIE	Redesign Position Management Committee (PMC)	Curt Gerritsen	Jan2017	

 VETERANS HEALTH ADMINISTRATION
 Report Date: 1/9/2017

Title of Project: TPOC 2017

**RVAMC****QUEST** FOR EXCELLENCE

7. Implementation/Completion Plans

Project Plan #	Description	Who	When	% Completed
1.0	TPOC – Getting the word out			
2.0	Awards and Recognition Just-Do-It			
3.0	"Look in the Mirror First" Program			
4.0	Bring VHA's "Employee Engagement" program to RVAMC			

Key to completion plan

25% : Research done 50% Draft and education done 75% Testing in progress 100%: Implemented and validated

 VETERANS HEALTH ADMINISTRATION
 Report Date: 1/9/2017

Title of Project: TPOC 2017



“Thank you” to RVAMC Friends of the CHAMPIONS

By Eli J. Baker—CHAMPIONS Coordinator

Congratulations to another class that successfully completed the C.H.A.M.P.I.O.N's program 12/14/2016!!!) The program was created in response to the organization's need for succession planning and a gap in training opportunities for lower graded employees that would enhance their opportunities for advancement in the organization. The C.H.A.M.P.I.O.N.S program provides basic skills training and individual help in a preceptor relationship so that these employees could improve themselves, feel valued as employees, and recognize the Roseburg VA Healthcare System as an employer of choice.

I have been the program manager for a full year now and wanted to let all the managers/supervisors know that it is your support that helps with the success of the program. I also want to thank all those who come and provide mock interview panels or present a topic. These individuals have been instrumental in making this program work. If I forget someone please forgive me as you know you are appreciated for your time. The following people have come

back over and over and done a fabulous job in helping with feedback, sharing their experiences and knowledge: Shanon Goodwin, Stacia Davis, Austin Slate, Jeremy Simson, Dema Inman, Jennifer Frost, Lorinda Scott, Rocky Phillips, Carolyn Warren, Regina Haney, John Phillips, Dana Train, Rebecca Dancer, Tammy Kutcher, Marian Harris, Jim Hay, Beryl McClelland, Jason Wilcox, Deanna Berman, Kathy Andersen, Tamara Markovich, Dana Culver, Mike Gillespie, Christina Scott, Jennifer Ellington, Kara Coffland, Alison Gregory, Laura Bustos, Nedra Arrowood-Ingram, Heidi Thompson, Verna Kellejian, Tonya Madsen, Jason Willet, Jim Call, Goldie Denney, Melissa Watts, Jesse Hand, Carrie Fry, Brenna Peters, Jamie Gober, Kimberly Kinney, Elizabeth Dietrich and Wayne Cook. Sending a BIG THANK YOU to all who helped and continue to support the CHAMPIONS Program!!!

The next C.H.A.M.P.I.O.N program starts March 15th 2017. You can find the application on the newswire or by calling Eli Baker Ext. 40208

RVAMC Receives SAIL Recognition

Mr. Paxton received a letter recently from Sloan Gibson, former U.S. Deputy Secretary of Veterans Affairs. The letter reads as follows:

Congratulations to you and your staff at Roseburg Department of Veterans Affairs (VA) Medical Center on being recognized by the VA Strategic Analytics for Improvement and Learning Program as one of the Fastest Improved Hospitals in Healthcare Quality for 2016. This distinctive recognition acknowledges your effort to achieve a balanced, superior system-wide performance in quality measures as deemed significant by the health care industry.

Thank you for your significant achievement and your continuous dedication to being the provider of choice for Veterans. The Department is proud of all you have accomplished and for your continued work to ensure our Veterans receive the best care available.

Again, congratulations on this prestigious recognition.

Sincerely,

Sloan D. Gibson



For the Love of Lola



A local motorcycle group, made up entirely of Vietnam combat Veterans, gets together to ride in the Roseburg Veterans Day Parade and enjoy a pig roast afterward. They raise money at the picnic by asking everyone to donate \$10 and holding a silent auction. This year they raised \$2250 and donated it all to Lola, the therapy dog that lives full-time at the Community Living Center (CLC).

The CLC provides compassionate, person-centered care in a safe and home-like environ-

ment to eligible Veterans who require nursing home level care. The goal of care is to restore function, prevent decline, maximize independence, and provide comfort during end of life care. Special attention is given to make the Veteran feel at home. Lola came to live in the CLC about five years ago. She is a seven-year old golden retriever who has full run of the CLC and can visit any one of the 20 patients.

This is not the first time that this group has donated to Lola. Over the past four years, they have donated over \$7,000.

The money goes towards her upkeep. The biggest donor in the group, Joey Coleman, is the owner of the Idle Hour Tavern, located on Jackson Street in downtown Roseburg, who helps put on the yearly pig roast.



Dear Mr. Paxton,

It was a pleasure working with Dale [Gaudio] and some of your other staff members on your recent food drive. I would like to take this opportunity to say thank you to you and all those who participated. Through your efforts 59 pounds of food was donated. That food will help to supplement about 44 meals for individuals or families in need of emergency food. For a first time effort, the results are pretty amazing!

Jeanine Coffey
Food Resource Developer
UCAN Food Bank

Thank
You!

Patient Satisfaction Improvement from FY15 to FY16

MEDICAL TELEMETRY UNIT

Showed improvements in **7**

of the **12** areas surveyed

BIGGEST IMPROVEMENTS

+14% Responsiveness of Staff

+11% Overall Rating of the Hospital

4 areas are above national average

SPECIALITY CARE

+26% Access Satisfaction

AMBULATORY CARE

Showed improvements in **7**

of the **8** areas surveyed

BIGGEST IMPROVEMENTS

+14% Provider Rating

+15% Communication

+36% Access

ACUTE PSYCHIATRY UNIT

Showed improvements in **5**

of the **12** areas surveyed

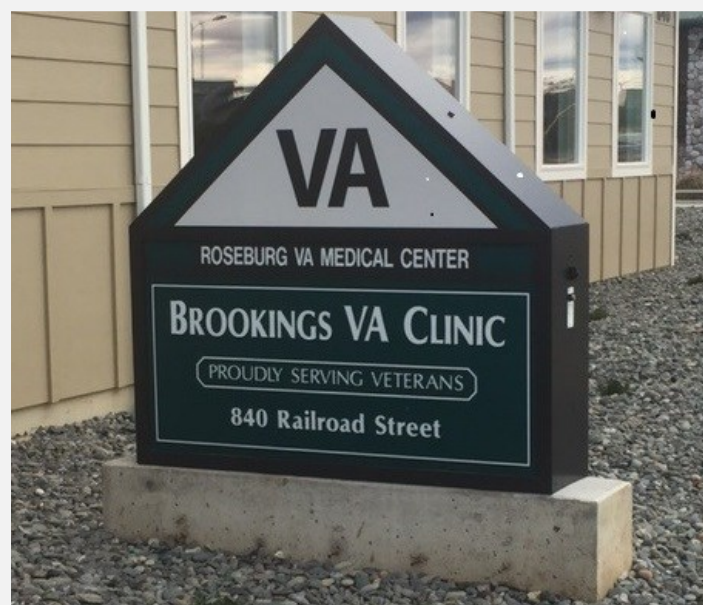
BIGGEST IMPROVEMENTS

+18% Willingness to Recommend Hospital

+39% Communication about Medication

New Sign in Brookings

Details about the new Brookings VA Clinic coming next month...



Upcoming Veteran Town Hall Meetings

ROSEBURG

March 14, 2017

5:00 P.M.—7:00 P.M.

Roseburg VA Medical Center
913 NW Garden Valley Blvd
Roseburg, OR 97471

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For RVAMC Events—Please visit the RVAMC calendar at

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